



STATE OF HAWAII
STATE PROCUREMENT OFFICE
HONOLULU, HAWAII

June 19, 1997

TO: All State Agencies

FROM: State Procurement Office

SUBJECT: Change No. 1
SPO Price List No. 97-02 (All Islands)
IBM 3270 Display & Subsystem Control Unit Equipment
(IFB-96-286-OHMK)

Subject price list is extended until July 31, 1998.

ROBERT J. GOVERNS, CPPB
Procurement Officer

STATE PROCUREMENT OFFICE

SPO Price List No. 97-02 (All Islands)
Replaces Price List No. 94-76

IBM 3270 DISPLAY & SUBSYSTEM CONTROL UNIT EQUIPMENT August 1, 1996 to July 31, 1997

PURCHASE ORDERS shall be placed with the following vendors:

<u>VENDOR</u>	<u>VENDOR CODE</u>	<u>PHONE NUMBER</u>
ANIXTER, INC. 500 Ala Moana Blvd. Bldg. 7, Suite 415 Honolulu, HI 96813	250176-01	(808)531-0808 (808)531-0405 FAX Mr. Robert Nehmad
CHAMPION COMPUTER CORPORATION 6421 Congress Ave. Boca Raton, FL 33487	251073-00	(800)771-7000 X130 (407)997-4043 FAX Mr. Doug Hewitt

UNIT PRICES

Unit Prices shown in this price list include delivery to the State's designated user locations statewide, installation, maintenance during the warranty period, and all applicable costs and taxes except the 4% Hawaii General Excise Tax. Agencies are requested to add the 4% amount to their purchase order total. Vendor is aware that the tax to be charged shall not exceed the 4% rate (rounded to the nearest cent).

"SPO PRICE LIST NO. 97-02" should be noted on purchase orders issued against this price list.

PURCHASE ORDERS

Purchase orders should be addressed and sent to the VENDOR as listed. Payments should be made as per the VENDOR CODE listed.

Agencies are advised to retain the Price List from which their equipment is acquired, should future reference to specific terms and conditions be necessary.

STATE'S COMMITMENT

Pursuant to Section 3-121-6 HAR, it is mandatory that all agencies of the Executive Branch purchase from price lists issued by the State Procurement Office. However, if the quality level, product design, or service level of maintenance provided herein is not suited to an agency's purpose, exception to purchase outside of the price list may be granted to such agency by the Chief Procurement Officer of the State Procurement Office. To obtain an exception, agencies must submit SPO Form-5, *Request for Authorization to Purchase Outside of the State Procurement Office Price List*, justifying the exception.

DELIVERY, INSTALLATION, AND ACCEPTANCE

The Contractor must deliver, install and demonstrate all products ordered on the purchase order to the specified location within the scheduled times below. The purchasing agency must also accept or reject the products within a scheduled timeframe as stated below. Requirements are as follows:

- A. Delivery & Installation . The Contractor must deliver and install all products ordered on the purchase order to the specified location within sixty (60) calendar days after Contractor's receipt of the purchase order.
1. The Contractor must notify the purchasing agency of delivery at least one day before delivery. At that time, the purchasing agency may specify another location for delivery.
 2. The Contractor must make arrangements with the purchasing agency for the installation and demonstration of equipment.
 3. At the time of delivery notification, Contractor must notify the purchasing agency of the Contractor's responsibility to install and demonstrate operation of the products.
 4. On the arranged date and time, the Contractor must unpack the system, place the system where the purchasing agency designates, and demonstrate the operation of all options ordered for the system.
 5. The Contractor must install all options ordered with the system as part of this contract. The system and ordered options must be demonstrated as operational.
- B. Acceptance . The purchasing agency must accept or reject the system within ten (10) calendar days after the Contractor has completed final installation and demonstration of the system.
1. **Partial delivery and installation** - the Contractor and the purchasing agency may make arrangements for delivery and installation of some of the items on the purchase order. The Contractor may then submit invoices for the partial delivery and installation. Payment for the partial system will not constitute acceptance of the full system.
 2. **Final delivery and installation** - the purchasing agency must accept or reject the full system within ten (10) calendar days of the Contractor informing the purchasing agency that the final installation has been completed. The Contractor may submit final invoices ten (10) days after the final delivery and installation of the system.

Final acceptance of the products will be predicated upon the user agency's inspection and testing of the equipment. Final acceptance will be implied if the purchasing agency does not inform the Contractor of rejection within the ten (10) days.
 3. **Final delivery and waiver of installation** - the purchasing agency may waive the requirement for the Contractor to install the products. If this is done, the user agency has

thirty (30) calendar days in which to accept or reject the products.

If the Contractor cannot meet the scheduled delivery or installation times, the Contractor must notify the purchasing agency of the

reasons for the lateness and make arrangements for a later date or for a partial delivery and installation. The user agency may waive the required delivery and/or installation times if the delay is reasonable or beyond the control of the Contractor. The determination of whether the delay is reasonable or beyond the control of the Contractor is within the sole discretion of the purchasing user agency.

QUALITY

Equipment furnished shall be new with warranties applicable to new equipment. All equipment supplied shall be labeled and/or embossed with the manufacturer's name, logo, serial number, and/or part number. It shall be free from defects which may render it unfit to use. Damaged or rejected items must be immediately removed from the site and replaced with items of the quality required by these specifications.

Failure to replace or to remove any rejected item shall not relieve the Contractor from the responsibility imposed upon it by the contract.

The ordering agency may, at any time, by written order, stop the delivery of equipment not conforming to these specifications. Such stop order shall not relieve the Contractor of its obligation to complete its contract within the contract time limits, nor shall it in any way terminate, cancel, or abrogate the contract or any part thereof.

WARRANTY

The items furnished herein shall be guaranteed by the Contractor for a minimum period of one (1) year from installation and acceptance, or as guaranteed by the manufacturer, whichever is longer. The warranty shall protect the State user agency against defects resulting from the use of defective or inferior materials, against defects resulting from negligent workmanship, and against all design and manufacturing defects.

Contractor shall replace or repair, at the user's site of the installed product, any defective workmanship and/or material with equal or better parts, at no cost to the State for parts and labor during the warranty period, provided such defects are not due to abuse or negligence on the part of the State.

Only parts that are manufacturer authorized as to not void the warranty shall be used in warranty repair. All parts shall be of new manufactured condition. Reconditioned parts will not be acceptable.

All conditions of this one (1) year minimum on-site warranty will conform to the requirements described in the Maintenance Requirements section below.

MAINTENANCE REQUIREMENTS

The term "equipment" used herein refers specifically to the

hardware and microcode that comprise control units 1, 2, 3 and 4. It also refers specifically to the 3270 Displays which includes the Entry Level, Monochrome, Large Screen Format Monochrome, Color, Color Display with Graphics Capability and Multiple Host Session Color Displays. Contractor shall supply general planning, engineering, and training support for all items.

1. Maintenance (On-Site) . The Contractor's maintenance staff shall be able to respond on an "on call basis, seven (7) days per week and twenty-four hours per day including holidays. There shall be no additional charges for maintenance performed.

The responsibilities of the Contractor(s) shall be:

- * To provide the State user agencies a designated point of contact for reporting problems during the hours and days of service for this option;
- * To provide maintenance at the site of the equipment installation;
- * To retain an adequate maintenance staff to provide service within the specified response times.

The responsibilities of the State user agencies shall be:

- * To notify the Contractor of any problem;
 - * To provide a contact person who is able to describe the problem and answer all questions about the problem to the maintenance person; provide the Contractor's maintenance person access to the equipment, subject to the user agency's security procedures.
2. Response Time Required for Corrective Maintenance Requests .

Response Time: The Contractor(s) shall acknowledge receipt of any call for corrective on-site service within thirty (30) minutes.

Arrival Time: On Oahu, Hawaii, Maui and Kauai , the maintenance personnel are expected to arrive at the user agency's installation site within two (2) hours for local and remote controllers and four (4) hours for the balance of equipment unless other arrangements have been made during the call-back conversation, with the State's approval.

On Molokai and Lanai , the maintenance personnel are expected to arrive at the user agency's installation the following work day after the service call is placed unless other arrangements have been made during the call-back conversation, with the State's approval.

Resolution Time: On Oahu, Hawaii, Maui and Kauai , the problem must be resolved to the user agency's satisfaction by 4:30 p.m. of the next work day after the initial call. On Molokai and Lanai , the problem must be resolved to the user agency's satisfaction by 4:30 p.m. of the second work day after the initial call.

If the problem cannot be resolved within the times indicated, the Contractor must inform the user agency of the reasons for the delay and provide an estimated completion date. A written request for extension, including a written explanation for the delay, must

be submitted to the user agency by 4:30 p.m. of the next work day after the initial request for services if the repairs cannot be completed by 4:30 p.m. of the second work day after the initial request for services.

Except for causes beyond the control of the Contractor, if the maintenance personnel fail to meet these arrival & response time requirements or problem resolution requirements, the Contractor may be assessed liquidated damages in the amount of \$50.00 for each work day of delay or part thereof beginning with the time of the notification and ending with the time of arrival. The determination of whether the delay is beyond the control of the Contractor is within the sole discretion of the user agency.

3. Maintenance Reports . The Contractor shall furnish a maintenance report to the requesting agency upon completion of each maintenance

call. The report shall include, as a minimum, the following: date and time notified; date and time of arrival; brand, model number(s), and serial numbers of the unit(s) repaired; time spent for repair; description of malfunction; list of parts replaced; signature of person who performed the maintenance; and, date and time of turnover to State user agency and signature of person accepting equipment for user agency.

The State shall provide the Contractor with fourteen (14) days prior written notice if a change to these reporting requirements is desired.

4. Additional Charges . There shall be no additional charges for the following: maintenance requested or started during the Principal Period of Maintenance; preventive maintenance, regardless of when performed; time spent by maintenance personnel after arrival at the site awaiting the arrival of parts, etc.; corrective maintenance occasioned by the recurrence of the same malfunction repaired within the preceding THREE (3) WORK DAYS.; new releases of microcode for Control Units and displays as applicable.
5. Future Maintenance . The State reserves the right, in the future, to provide maintenance through other means.
6. Parts Availability .

The Contractor is required to maintain a parts inventory on the island of Oahu in a local office storage area, at the ICSD Computer Center, or in a portable parts kit maintained by the Contractor's service representatives. The State requires the Contractor maintain a local parts inventory of all the parts, either as a whole unit or by specific part number, for immediate repair. The quantity stocked should reflect the Contractor's experience with the frequency of part failures.

7. Parts Nonavailability .

In the event that a failing component or part is not available from the local parts inventory, the Contractor shall be required to air freight the failing component or part to the equipment site at the Contractor's own expense.

For those situations where the equipment is not operational, air freight of the failing component or part must be at the equipment site no later than 12 hours of the identification of the failing component or part unless other arrangements have been made with the specific State Agency or Department.

For those situations where the equipment is operational but not fully functional, air freight of the failing component or part must be at the equipment site on an average of 18 hours of the identification of the failing component or part.

The ICS Division will be the sole judge in determining if the component or part is required within 12 or 18 hours.

8. When equipment fails or becomes inoperative, corrective maintenance will be provided as follows:

After Contractor's service personnel arrive at the State's installation to respond to a corrective maintenance call and the equipment malfunction has not been diagnosed and repair begun within two (2) hours of the time of arrival of the service personnel, the

Contractor will utilize second level technical support. In the event that four (4) additional hours elapse from the time of response at the second level of technical support and the equipment malfunction has not been diagnosed and repair begun, the Contractor will utilize third level technical support. If such a failure remains unresolved for twelve (12) hours, a higher level of support service personnel will be invoked.

9. Second Level Technical Support. A local support engineer, located on Oahu, with additional training and/or experience who specializes in providing diagnostic assistance and/or repair expertise when a problem cannot be resolved at the initial level of support.
10. Third Level Technical Support. A specialist who has received in-depth specialized training and/or experience and who specializes in providing diagnostic assistance and consultation to assist on unusually complex problems that cannot be resolved at the first or second support levels.
11. Higher Level Support. A specialist who has received in-depth specialized training and/or experience beyond the third level Technical Support Specialist and specializes in providing diagnostic assistance and consultation to assist in unusually complex problems that cannot be resolved at the first, second, or third support levels.
12. Technical Assistance . The Contractor shall maintain technical support personnel after the installation to assist the State in answering questions pertaining to equipment operations for the duration of the contract period.
13. Operations Support Specialist . An Operation Support Specialist shall be available to the State at no additional cost. This specialist shall be available on-site with one (1) week's notice to the local maintenance office.

MAINTENANCE SERVICE PRICE ESCALATION

State agencies may elect to receive maintenance service after expiration of their one (1) year warranty period. Maintenance service prices shall be firm for the price list term and extension. Following the first year of paid maintenance service (at the prices quoted herein), vendor shall be allowed to increase maintenance charges. Maintenance service charge increases, if any, shall not exceed 5% each year for the next three (3) years. It shall be the option of the State user agency to elect to receive maintenance service after expiration of the one (1) year warranty period.

LIQUIDATED DAMAGES

Liquidated damages are fixed at the sum of FIFTY DOLLARS (\$50.00) for each and every work day the Contractor delays in the completion of any item of its contract after the required date of said completion.

PRICE LIST AVAILABLE ON HAWAII FYI

Agency with a computer and modem may retrieve a copy of this price list via the State's **Hawaii FYI** electronic gateway by dialing the following modem number:

Hawaii	974-6640
Kauai	274-3600
Maui	984-2000
Oahu	587-4800

At the main menu select *Hawaii Internet Services Menu*, then click on *State Price Lists* for the current listing. If assistance is required to access Hawaii FYI, call the ICSD Assistance Center at 586-1919 from Oahu and 1-800-252-1132 from the neighbor islands.

This price list is also available on the **Internet at "http://www.state.hi.us"**, the State of Hawaii Internet Home Page address. Scroll to and click on *The Executive Branch, Departments and Agencies*, and under the Department of Accounting and General Services click on *SPO*.

INQUIRIES

Questions relating to this price list may be directed to Mr. Grant Turner of the State Procurement Office, telephone (808) 586-0565.

ROBERT J. GOVERNS, CPPB
Procurement Officer

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MAINTENANCE CONTACTS & PHONE NUMBERS

Service and Parts Facility Address:

IBM
1240 Ala Moana Blvd.
Honolulu, HI 96814

Service: (800) 426-7378
Parts: (808) 597-9555

Maintenance Service Support Personnel

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|----|--|----------------------------|
| 1. | Hardware Maintenance Personnel
(First level technical support)
First Customer Engineer | <u>Mr. Frank Toibero</u> |
| | Second Customer Engineer | <u>Mr. Hank McCoy</u> |
| | Third Customer Engineer | <u>Mr. Edward Aranita</u> |
| 2. | Operations Support Specialist | <u>Mr. Dieter Rauscher</u> |

Higher Level Support for On-Site Repair

- | | | |
|----|---|---|
| 1. | Second Level Technical Support
on Oahu | <u>Mr. Dennis Henerson</u> |
| 2. | Third Level Technical Support | <u>IBM Atlanta Support Center</u>
<u>1-800-426-7378</u> |
| 3. | Higher Level Support | <u>3270/Large Systems Mfg.</u>
<u>Mr. Dennis Nakagawa</u>
<u>(800) 206-3483</u> |

PART A: 3270 DISPLAYS, PURCHASE

VENDOR: CHAMPION COMPUTER CORPORATION

ITEM NO.	MODEL & DESCRIPTION	MANUFACTURER'S FEATURE NO.	UNIT PRICE
3270 Displays			
1.	DISPLAY 1, Entry Level Display	IBM 3481 - Bx3	\$ 388.00
2.	DISPLAY 2, Monochrome Display	IBM 3481 - Bx3	388.00
3.	DISPLAY 3, Large Screen Format Monochrome Display	IBM 348L - BG3	950.00
4.	DISPLAY 4, Color Display	IBM 3483 V13 IBM G41 14" Monitor	975.00

ITEM NO.	MODEL & DESCRIPTION	MANUFACTURER'S FEATURE NO.	UNIT PRICE
5.	DISPLAY 5, Color Display with Graphics Capability	IBM 3483 V13 IBM G41 14" Monitor	975.00
6.	DISPLAY 6, Multiple Host Session Color Display	IBM 3483 V13 IBM G41 14" Monitor	975.00

PART B: 3270 DISPLAYS, MAINTENANCE

VENDOR: CHAMPION COMPUTER CORPORATION

ITEM NO.	MODEL & DESCRIPTION	MANUFACTURER'S FEATURE NO.	ANNUAL MAINTENANCE COST
1.	DISPLAY 1, Entry Level Display	3481 - Bx3	\$ 62.40
2.	DISPLAY 2, Monochrome Display	3481 - Bx3	62.40
3.	DISPLAY 3, Large Screen Format Monochrome Display	3482 - Bx3	62.40
4.	DISPLAY 4, Color Display	3483 - Vxx/G41	57.60
5.	DISPLAY 5, Color Display with Graphics Capability	3483 - Vxx/G41	57.60
6.	DISPLAY 6, Multiple Host Session Color Display	3483 - Vxx/G41	57.60

PART C: 3270 SUBSYSTEM CONTROL UNITS, PURCHASE

VENDOR: ANIXTER, INC.

ITEM NO.	MODEL & DESCRIPTION	MANUFACTURER'S FEATURE NO.	UNIT PRICE
1.	CONTROL UNIT 1, S/370 Channel SNA/Non-SNA with 4 ea. Terminal multiplexers and 2 ea. Diskette Drives	IBM 3174 - 11L	\$9,705.88
2.	CONTROL UNIT 2, EIA RS-232-C/CCITT V.24/V.35 with 4 ea. Terminal Multiplexers and 2 ea. Diskette Drives	IBM 3174 - 11R	7,452.94
3.	CONTROL UNIT 3, CCITT X.21 for SNA/SDLC, X.25 with 4 ea. Terminal multiplexers and 2 ea. Diskette Drives	IBM 3174 - 12R	8,384.56
4.	CONTROL UNIT 4, EIA RS-232-C/CCITT V.24/V.35 with 1 ea. Terminal multiplexers and 2 ea. Diskette Drives	IBM 3174 - 61R	4,294.12
5.	CONTROL UNIT 5, CCITT X.21 for SNA/SDLC, X.25 with 1 ea. Terminal multiplexers and 2 ea. Diskette Drives	IBM 3174 - 62R	4,294.12
6.	CONTROL UNIT 6, EIA RS-232-C/CCITT V.24/V.35	IBM 3174 - 91R	2,497.06
7.	CONTROL UNIT 7, CCITT X.21 for SNA/SDLC, X.25	IBM 3174 - 92R	2,497.06

PART D: 3270 SUBSYSTEM CONTROL UNITS, MAINTENANCE

VENDOR: ANIXTER, INC.

ITEM NO.	MODEL & DESCRIPTION	MANUFACTURER'S FEATURE NO.	ANNUAL MAINTENANCE COST
1.	CONTROL UNIT 1, S/370 Channel SNA/Non-SNA with 4 ea. Terminal multiplexers and 2 ea. Diskette Drives	IBM 3174 - 11L	\$ 149.64
2.	CONTROL UNIT 2, EIA RS-232-C/CCITT V.24/V.35 with 4 ea. Terminal Multiplexers and 2 ea. Diskette Drives	IBM 3174 - 11R	136.20
3.	CONTROL UNIT 3, CCITT X.21 for SNA/SDLC, X.25 with 4 ea. Terminal multiplexers and 2 ea. Diskette Drives	IBM 3174 - 12R	232.20
4.	CONTROL UNIT 4, EIA RS-232-C/CCITT V.24/V.35 with 1 ea. Terminal multiplexers and 2 ea. Diskette Drives	IBM 3174 - 61R	116.16
5.	CONTROL UNIT 5, CCITT X.21 for SNA/SDLC, X.25 with 1 ea. Terminal multiplexers and 2 ea. Diskette Drives	IBM 3174 - 62R	208.80
6.	CONTROL UNIT 6, EIA RS-232-C/CCITT V.24/V.35	IBM 3174 - 91R	92.52
7.	CONTROL UNIT 7, CCITT	IBM 3174 - 92R	111.00

PART E: 3270 CONTROL UNIT FEATURES, PURCHASE

VENDOR: ANIXTER, INC.

ITEM NO.	DESCRIPTION	BRAND & MODEL NO.	UNIT PRICE
Control Unit Features, Purchase			
1.	Storage Increment, Option 1	IBM 1012	\$ 1,674.29
2.	Storage Increment, Option 2	IBM 1014	2,497.14
3.	Async Emulation Feature	IBM 3020	1,631.43
4.	Terminal Multiplexer Adapter	IBM 3103	363.43
5.	Hard Disk Drive, Minimum 20MB	IBM 1056	1,357.14
Control Unit 2, 3, and 4 Features, Purchase			
6.	Storage Increment, Option 1	IBM 1012	1,674.29
7.	Storage Increment, Option 2	IBM 1014	2,497.14
8.	Async Emulation Adapter	IBM 3020	1,631.43
9.	Terminal Multiplexer Adapter	IBM 3103	363.43
10.	Hard Disk Drive, Minimum 20 MB	IBM 1056	1,357.14
Control Unit 5 and 6 Features, Purchase			
11.	Async Emulation Adapter	3020	1,631.43
Features Below for all Control Units, Purchase			
12.	Optional Diskette Drive	1048	473.14
13.	Terminal Multiplexer	IBM 3299-002	865.71

PART F: 3270 CONTROL UNIT FEATURES, MAINTENANCE

VENDOR: ANIXTER, INC.

ITEM NO.	DESCRIPTION	BRAND & MODEL NO.	ANNUAL MAINTENANCE COST
Control Unit Features, Maintenance			
1.	Storage Increment, Option 1	IBM 1012	\$ 49.20
2.	Storage Increment, Option 2	IBM 1014	81.00
3.	Async Emulation Feature	IBM 3020	89.00
4.	Terminal Multiplexer Adapter	IBM 3103	12.00
5.	Hard Disk Drive, Minimum 20MB	IBM 1056	89.00
Control Unit 2, 3, and 4 Features, Maintenance			
6.	Storage Increment, Option 1	IBM 1012	49.20
7.	Storage Increment, Option 2	IBM 1014	81.00
8.	Async Emulation Adapter	IBM 3020	89.00
9.	Terminal Multiplexer Adapter	IBM 3103	12.00
10.	Hard Disk Drive, Minimum 20 MB	IBM 1056	89.00
Control Unit 5 and 6 Features, Maintenance			
11.	Async Emulation Adapter	3020	89.00
Features Below for all Control Units, Maintenance			
12.	Optional Diskette Drive	1048	73.80
13.	Terminal Multiplexer	IBM 3299-002	16.00